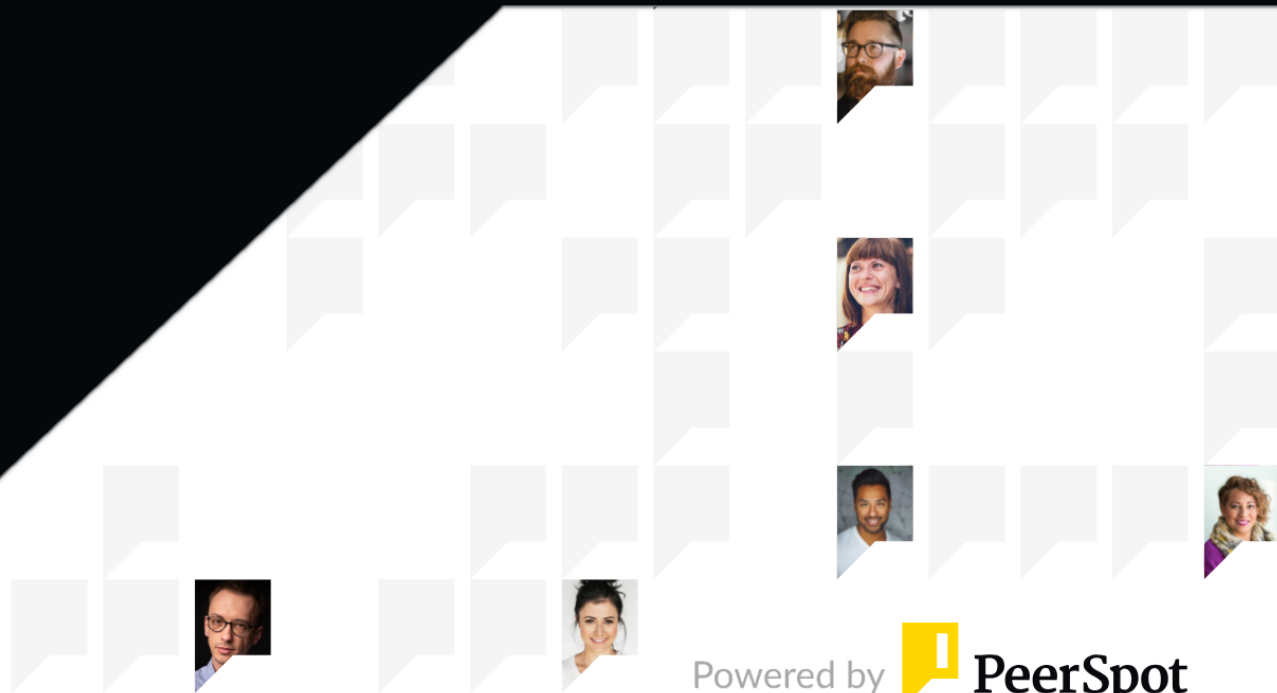




NICE CXone

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



NICE CXone

NICE CXone Recap

NICE CXone enhances customer service with AI-driven tools, omnichannel support, and dynamic help systems. Ideal for contact separation and centralized reporting, it simplifies call and email handling with real-time analytics and a flexible interface.

NICE CXone supports sophisticated customer interactions by offering features to improve call management and reporting. Integrating omnichannel experiences through consistent analytics, it provides efficient WebRTC functionality and customization. Real-time dashboards and AI tools improve operational efficiency. Yet, some areas like UI complexity and audio quality require attention, and pricing should be considered. It's keenly used for managing calls, emails, and workforce optimization.

What are the key features of NICE CXone?

- **Dynamic Help Systems** - Simplifies content structuring and reorganization for ease of use
- **Omnichannel Support** - Ensures seamless communication across channels with consistent reporting
- **Scripting Tool** - Offers flexibility for customization to fit specific business environments
- **Real-time Dashboards** - Enhances call management with instant insights and analytics
- **AI-driven Tools** - Optimizes customer interactions through advanced technology applications
- **WebRTC Efficiency** - Improves communication clarity and reliability in customer interactions

What benefits and ROI should reviews highlight?

- **Enhanced Call Tracking** - User-friendly interface and call tagging improve monitoring and service efficiency
- **Advanced Analytics** - Provides deep insights that help optimize customer service operations
- **Customization Flexibility** - Adapts to varying business needs for better control and management
- **Efficiency in Workforce Management** - Streamlines processes leading to more effective resource use
- **Custom Real-time Insights** - Support decision-making with up-to-date data for strategic adjustments

In industries like tech, finance, and telecommunications, CXone is integral in managing high call volumes and optimizing workforce capabilities. Businesses utilize its voice routing, IVR, and omnichannel features extensively for effective customer support. Its implementation allows for seamless contact handling across multiple brands, enhancing customer experience

while centralizing reporting and quality monitoring.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “NICE CXone has positively impacted the organization as the website was built from scratch; I was hired to build this website six years ago, and it has grown phenomenally.”



Verified user

Program Manager at a tech vendor with 10,001+ employees

- ✓ “For me personally, NICE CXone has helped me manage my time and workflow better.”



Michelle Philippides

Call Agent at Nedbank

- ✓ “NICE CXone was a good initial platform because it helped us from a bare-bones patient outreach standpoint, but we did not get the support we needed, and the user interface was very limited regarding what we could do with it.”



Franklin Bennett

Director workforce management at a wellness & fitness company with 5,001-10,000 employees



“NICE CXone allows agents to request time off and trade schedules with other people, access training and coaching, and play games to help improve their performance, functioning as a good one-stop shop where they can input their preferred hours and manage their schedules, rather than having to go to multiple places for professional development.”



Marvin Rico Whitmore

Sr. Telecom Ring Ex at a healthcare company with 10,001+ employees



“NICE CXone has impacted my organization positively by empowering managers, team leaders, and supervisors to be more autonomous and to proactively manage their team in real time.”



Stephanie_Wilson

Partner Implementation Architect. Lead Partner Engineering, Cloud Contact Center at a pharma/biotech company with 10,001+ employees



“A combination of these two elements yields positive impact, and we see metrics indicating self-servicing where calls are not getting escalated to agents, and feedback has improved significantly.”



Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees



“NICE CXone has positively impacted my organization by seamlessly joining our calls without any call drops, allowing me to listen to a call with ease, and making everything really easy to use and self-explanatory.”



Rod Sookhoo

Director IT Operations at STAR'S EDGE, INC.

What users had to say about valuable features:

“The valuable features of NICE CXone include the unified pane of glass that consolidates multiple plugins and technologies used to monitor and operate the contact center. The solution also provides ease of use and cost reduction compared to our previous Cisco deployment..”

Verified user

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

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“The copilot features we've been using lately in NICE CXone are very good for summarizing interactions and for providing real-time guidance.

“The copilot feature in NICE CXone has reduced a great deal of after-call work substantially through summarization. We've experienced improved response times since using NICE CXone as we've been streamlining processes. I have rough estimates that response times have improved by over a minute per call and time savings of over three minutes per call in after-call summarization..”

Louis Abraham

Senior Cx 1 Developer at a financial services firm with 5,001-10,000 employees

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“The best feature that NICE CXone offers, which is very recent, is the Copilot. This Copilot works in conjunction with the agent workspace and serves as a helper product for an agent while engaging in a conversation. It helps bring in articles from a KM repository if available and integrates with multiple resources, both internal and external to NICE. It also provides hints of sentiments and the luxury of performing specific tasks, making that specific item or product look very promising.

“NICE CXone has impacted my organization positively through deployment. I am not utilizing NICE CXone as an end client, but what we are working for and what has been achieved so far is the automation, which is something any platform would do. We are trying to automate many things, avoiding intense things that escalate to agents and striving to self-service a lot of information. It gives us the luxury that the end customer can reach out from any specific channel, with just one orchestrator to manage that..”

Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

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“NICE CXone offers features that are easy to use, and I appreciate many features such as tagging and variables. The ease of use is really valuable since we are only two people without any technical support or resources to do development work for us, so we needed something that was super plug-and-play, and this fit the bill.

“The tagging and variables specifically help with the workflow as they are designed to be used through custom classifications that allow us to create subpages, enabling us to further divide content into logical categories. For example, we might have a use case that has 50 articles in it, but we do not want to just list 50 article names on a page, which is not very usable. By using custom classifications to tag by product, add-on, contributor, or a variety of other factors, we can actually use the site's functionality to auto-sort articles into more concrete categories.

“NICE CXone has positively impacted the organization as the website was built from scratch; I was hired to build this website six years ago, and it has grown phenomenally. It is integrated into all sorts of programs, different applications, and different campaigns, and I would not have been able to do that without a site that is very easy to use..”

Verified user

Program Manager at a tech vendor with 10,001+ employees

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“The best features NICE CXone offers for me include its user-friendly nature, which allows me to navigate within the application without any stress.

“NICE CXone is user-friendly because it has a learning curve at the same time, but I appreciate that it incorporates AI.

“Regarding the features of NICE CXone, the guidance is there, and I appreciate the automated virtual agents or autopilot which is present across text and voice channels.

“NICE CXone has positively impacted my organization by seamlessly joining our calls without any call drops, allowing me to listen to a call with ease, and making everything really easy to use and self-explanatory.

“Since using NICE CXone, I have improved metrics such as call quality, agent productivity, and customer satisfaction. The calls come in nicely and it works seamlessly with our agents, enabling one call to get in, calls to get up, calls answered, and then the next call to go to the other direct report..”

Rod Sookhoo

Director IT Operations at STAR'S EDGE, INC.

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“NICE CXone is very useful for our company because it provided us with live dashboards on all incoming calls and cases coming through NICE CXone, and the configuration, blending rules, and call waiting process setup are much easier.

“NICE CXone has evolved considerably, and there are many cool features implemented in recent times. One of the key features is identifying and voice verification, which I really appreciated. Agents did not have to manually ask for first name, last name, and spend many minutes just to verify customers. This feature is definitely going to help because agents can now focus on direct troubleshooting rather than focusing on who is making the call without any worry.

“After introducing NICE CXone to our workflows, we are seeing faster resolution of all open cases and shorter resolution time and shorter waiting time, which we had problems with previously.

“Based on my last conversation with our customer, we were able to save approximately 23% of resolution time. Service agents were optimized to get those calls without worrying. It was a huge improvement for us..”

Niraj Sinha

Salesforce Technical Architect at a recreational facilities/services company with 10,001+ employees

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Other Solutions Considered

“Before choosing NICE CXone, I evaluated other options including Cisco's cloud platform and other vendors, though I do not recall all of the companies we assessed..”

Stephanie_Wilson

Partner Implementation Architect. Lead Partner Engineering, Cloud Contact Center at a pharma/biotech company with 10,001+ employees

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“Five9 has too many panels. You have to go through all these different panels to find what you are trying to do and then navigate from one panel to another. It is harder to navigate overall..”

Marvin Rico Whitmore

Sr. Telecom Ring Ex at a healthcare company with 10,001+ employees

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“I do not have any specific feedback to share because I am no longer implementing it. We have a rival product for our current company, but NICE CXone has some cool implementation and features which I would like to adopt and hope we can use this product for our current company as well..”

Niraj Sinha

Salesforce Technical Architect at a recreational facilities/services company with 10,001+ employees

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“I have used the Cisco suite prior to NICE CXone and considered quite a few alternatives, including all the competitors in the contact center space such as AWS Connect. Cost was a significant factor, along with features, and NICE CXone checked more boxes than the rest, making it the best choice for us at the time, even though it is hard to find a technology that perfectly meets every specific use case..”

Verified user

[Read full review](#) 

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

“I base my comparison off of RingCentral. RingEX is a basic model phone system with poor analytics and reporting. Ring CX has more and better capability for reporting and analytics, but it still falls short. NICE CXone, on the other hand, has great analytics and reporting. It includes many templates that you can modify, and it has a lot of out-of-the-box, pre-built functionality..”

Marvin Rico Whitmore

[Read full review](#) 

Sr. Telecom Ring Ex at a healthcare company with 10,001+ employees

“I have previously used Avaya as a unified UCN contact center, unified communications, and contact center system. I have utilized it extensively, having performed many transformations myself. The shift was due to legacies, migrating to the cloud, and the benefits of switching services between providers quickly, primarily driven by the rapid advancements in AI capabilities. This transition helps in cutting down on license costs, data center expenses, and minimizing the number of calls reaching agents. This is why I am transitioning from existing Avaya, Verint, or Genesys on-premise systems to NICE CXone..”

Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I am not the correct person to comment in detail on the pricing of NICE CXone, but I know that we did end up saving quite a bit of money going from Cisco to NICE CXone, even though I am not sure of the exact amounts or percentages..”

Verified user[Read full review](#) 

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

“We saw improvement in all these metrics. In terms of money, we were down by 12%. For employees, we were able to utilize more of their time, which was being wasted. Time was a huge improvement of around 23% resolution, as I mentioned..”

Niraj Sinha[Read full review](#) 

Salesforce Technical Architect at a recreational facilities/services company with 10,001+ employees

“I am not sure how NICE CXone has seen a return on investment for the rest of the organization. I think the resource planning department will be better able to answer that question..”

Michelle Philippides

Call Agent at Nedbank

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“I do not believe there has been a huge ROI in terms of cost savings.

“Rather, we have avoided losing customers because we had a poor system before, and we are now able to retain our high-value customers because we can communicate with them and respond to their needs quickly..”

Stephanie_Wilson

Partner Implementation Architect. Lead Partner Engineering, Cloud Contact Center at a pharma/biotech company with 10,001+ employees

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“I have not seen a direct return on investment from NICE CXone; since our site does not require a login, we do not really have good metrics on specifically tracking whether a customer was going to churn. Our mission is adoption and renewals, which involves both customers accessing the site directly and customer success people using the site with their customers to prescribe tutorials and use cases, so the general growth serves as a sign of success..”

Verified user

Program Manager at a tech vendor with 10,001+ employees

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“I cannot share specific return on investment metrics at this moment, but we have seen an impact on customer satisfaction, especially among tech-savvy individuals who enjoy exploring the system. Overall, these systems depend on how they are curated for end users, affecting various metrics. I have observed positive trends regarding CSAT scores, with fewer call transfers back to agents, and users actively engaging in self-service. While I do not have clear numbers on hand right now, the feedback has been positive..”

Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

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Use Case

“NICE CXone is used for contact center, call distribution, chat, email, and SMS messaging. There may be a business requirement to add a new chat channel for a new client that's coming up under a specific application, so we would gather requirements and get sign-off, build the solution and implement it into production..”

Louis Abraham

Senior Cx 1 Developer at a financial services firm with 5,001-10,000 employees

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“My use cases for NICE CXone involve migrating from a Cisco CUCM and CCX to NICE CXone, primarily for cost reasons, as Cisco had so many knobs and buttons that we really were not utilizing. NICE CXone was the solution that the business decided on, aiming for one pane of glass to reduce the various plugins and technologies used to monitor and operate the contact center. While it was missing a few things out of the box that we needed to customize with the implementation team and NICE support, the main goal was to achieve everything in one pane of glass, reduce cost, and provide ease of use for the contact center..”

Verified user

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

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“NICE CXone is used primarily for a customer-facing knowledge website. The customer-facing knowledge website is fully crowdsourced, so information is collected from customer-facing employees, use cases, tutorials, and best practices, which is then written up and published for customers to access for free with no login required.

“Before choosing NICE CXone, other options were evaluated, including Salesforce, which was necessary because it was already in use by the company, and using it would have been free. However, it did not fit the needs for a variety of reasons, and there was another product in consideration, but I do not have any memory of what that was..”

Verified user

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Program Manager at a tech vendor with 10,001+ employees

“My main use case for NICE CXone is to monitor phone calls for my direct reports at a help desk.

“I monitor phone calls for my direct reports by setting up the program, programming phone calls and types of phone calls for my agents, whether it be hardware, software, and for different departments as well, such as the B2B line.

“In addition to monitoring phone calls, I also use NICE CXone to set up programming for my agents through workforce engagement management or the WEM, AI, and analytics into our cloud platform without requiring any type of third-party tool..”

Rod Sookhoo

Director IT Operations at STAR'S EDGE, INC.

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“My main use case for NICE CXone is digital transformation, bringing in multiple channels for our clients to serve digital interactions, automations, agent handling, and a customer experience.

“NICE CXone acts as an orchestrator layer, with multiple channels being the way people reach out or the channel which they utilize coming back to NICE CXone. Being an orchestrator, it knows exactly where interactions need to be sent, whether to a prescribed path, an agent, or a different product altogether for self-servicing. I primarily focus on handling digital interaction intents, utterances, outcomes, and escalation to agents.

“I have multiple use cases, but on a high level, NICE CXone comes with multiple product integrations. It is not just about routing, but also offers components like feedback management, QM, and WFM. This integrated suite supports the overall contact center operations and experience..”

Verified user[Read full review](#) 

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

“I am currently not using NICE CXone, but in previous projects, I implemented NICE CXone into one of my projects.

“I implemented NICE CXone with our Service Cloud within Salesforce where sales agents and service agents could get calls directly from the softphone inside Salesforce and could see all related contact, case information, and account information while providing answers to their respective customers over the call.

“I integrated NICE CXone with our Service Cloud Omni-Channel. The use case was that whenever users were facing problems while ordering into the Experience Cloud, they had the ability to call the call center. Automatically when they were calling, using the connector and the softphone inside Omni, agents could take their calls and on behalf of those customers, after call validation and speech validation, they could place orders on behalf of the customers, saving a lot of time and helping them in real time without worry about security constraints..”

Niraj Sinha

Salesforce Technical Architect at a recreational facilities/services company with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“For a smaller organization, keeping the out-of-the-box configuration would make deployment easier. The deployment of NICE CXone is straightforward and simple..”

Verified user[Read full review](#) 

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

“The experience with NICE CXone's pricing, setup cost, and licensing was fine when it was MindTouch before it was bought by the current company. However, the current contract is a little vague and confusing, and the instant translation pricing is absolutely horrible..”

Verified user[Read full review](#) 

Program Manager at a tech vendor with 10,001+ employees

“The initial setup is easy because professional services assists with the process. You gather the information and provide it to professional services, and they help you build out the initial scripts and everything else..”

Marvin Rico Whitmore

[Read full review](#) 

Sr. Telecom Ring Ex at a healthcare company with 10,001+ employees

“The initial setup of NICE CXone was straightforward and easy for our team, as the implementation team we worked with was very good at what they did. They provided us with a giant workbook to fill out, and they created the environment we needed in a timely manner, leading to a quick move with only a couple of months to get everything done. The cutover went well, making it a good experience, despite a few expected bumps along the way..”

Verified user

[Read full review](#) 

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

“My experience with pricing, setup costs, and licensing suggests they are neither very simple nor overly complicated, but rather complicated due to a lack of accessible information. NICE has its own terminology that relates back to various suites and products. NICE encompasses a bundle of many products, bringing in numerous SKUs and different terminologies that can overwhelm someone unfamiliar with NICE. For those of us in the industry for a while, it makes sense, but overall, one must consult NICE for SKU sets, licenses, and everything. Better documentation or references could simplify this process, and I believe NICE is working on it, but it is not available at this point..”

Verified user[Read full review](#) 

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

“When it comes to the initial setup of NICE CXone, I find it entirely people-dependent. The process is not very straightforward because my team and I already know how CCaaS works. However, my interaction with the NICE team involves very basic information. Instead of providing comprehensive information all at once, they appear to be dragging things out. They should respect our time and enable us completely instead of providing small piecemeal information. They have complete information available and should have shared it with us rather than sharing only fragments. Providing the entire picture would speed up the whole process of onboarding..”

Morvin Arun Pinto[Read full review](#) 

Cx Product Manager at a comms service provider with 10,001+ employees

Customer Service and Support

“I choose nine out of ten for NICE CXone because it's very good overall, but when there is a problem, the road to resolution is a little difficult to navigate..”

Louis Abraham

Senior Cx 1 Developer at a financial services firm with 5,001-10,000 employees

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“The quality and speed of customer service were both good when I needed to use it. They assisted me in reviewing and rewriting some scripts and provided helpful support in a timely manner..”

Marvin Rico Whitmore

Sr. Telecom Ring Ex at a healthcare company with 10,001+ employees

[Read full review](#) 

“Customer support for NICE CXone is good; it has always been good, except when they decided to change their model and get rid of their customer support representatives a year and a half ago. We now find ourselves in a random pool without a dedicated representative, which is really frustrating..”

Verified user

Program Manager at a tech vendor with 10,001+ employees

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“The customer support for NICE CXone leaves much opportunity because we were navigating a relationship between NICE CX1 and RingCentral, and there was much pointing fingers at the other regarding where support or issues originated, which was a cause for much tension..”

Franklin Bennett

Director workforce management at a wellness & fitness company with 5,001-10,000 employees

[Read full review](#) 

“I believe customer support at NICE CXone can be greatly improved. There is a lot of feedback regarding the experience with NICE CXone, and they need to review their supporting structures. There have been consistent improvements since I started using NICE CXone, but there is still room for betterment. I would rate customer support a seven on a scale of one to ten..”

Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

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“I have contacted NICE CXone's support, and the experience varies. The expert-level support was very good in resolving issues, typically within a 24-hour timeframe, while the basic support where we open tickets and follow up on their web GUI was decent, although there were times we needed to escalate through our TAM to speed things along. Overall, I would rate the support experience a seven out of ten..”

Verified user

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

[Read full review](#) 

Other Advice

“As far as maintenance for NICE CXone goes, not much is required from our end. I had a couple of times where I needed to adjust an IVR and tweak some of the routing that was not working correctly, along with fixing SIP trunking issues at one of our locations. However, we would receive notifications from the NICE team if patches were happening, and being a SaaS solution, there really is nothing we could do even if we wanted to, so there is no real maintenance on my team's end. I would rate this solution an eight overall..”

Verified user

Information Technology System Engineer at a manufacturing company with 1,001-5,000 employees

[Read full review](#) 

“For others looking into using NICE CXone, I would advise them that it is a very good tool.

“I feel that everyone who owns a business and a help desk should utilize NICE CXone as it is highly customizable and easy to learn.

“I rate this review as an 8..”

Rod Sookhoo

Director IT Operations at STAR'S EDGE, INC.

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“My current company does not use NICE CXone. We are using a rival company product. In our previous company, we were also a customer.

“I would strongly recommend NICE CXone to any future company looking for contact center related applications.

“I really appreciate the product capabilities and it was well aligned with our use case. I provided this review with a rating of 9 out of 10..”

Niraj Sinha

Salesforce Technical Architect at a recreational facilities/services company with 10,001+ employees

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“Regarding NICE CXone's AI capabilities, I think their governance and security are very good, as they have FedRAMP for the federal government website and government interactions, so it's very secure in that end, and there's also plenty of security around each tenant.

“NICE CXone's AI capabilities are excellent; I've only started touching upon these capabilities, but what I see is excellent so far, plus their interaction with market-leading AI companies is only going to make it better from what I can tell. My advice for others looking into using NICE CXone is to find some people that have used it before to help guide you into a good use case deployment. I would rate NICE CXone a nine out of ten overall..”

Louis Abraham

Senior Cx 1 Developer at a financial services firm with 5,001-10,000 employees

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“I do not have specific metrics in front of me that show the positive impact of NICE CXone, but we have grown page views and users phenomenally year on year. This fiscal year just ended in July, and we were probably up about 30% from last year, and it has been about the same every year—it just keeps growing and growing. Internally, success is judged by the number of different groups that integrate with

us, so different groups come to us and say they want to use an API to pull content into their application, or they want to start using the site to publish all of their content for a specific industry or purpose because ours is the best place for it; there is no other logical place for it. The internal growth in usage and demand for content on our site truly reflects our success.

“NICE CXone's AI capabilities regarding governance and security are not being used. NICE CXone's AI capabilities are not being used, so I cannot comment on the accuracy and reliability of output.

“I do not have specific advice for others looking into using NICE CXone, but I suggest doing thorough due diligence, making a requirements matrix, and ensuring it fits their needs. I would rate this solution an 8 out of 10 overall..”

Verified user

Program Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

“My advice to others looking into using NICE CXone is to look closely at the product capabilities and how integrated the setups are, especially for key personas like customers and agents. The major impacts will be on these two groups. The customer experience significantly depends on how you curate it, and the product functionality and features also matter. Evaluating your system should include how well it integrates with CRMs. If you are thinking about transformation, assess all angles, particularly your [CRM](#) and [CCaaS](#) system. If your service runs on [AWS](#), NICE being part of it would be a better fit, making many processes more feasible. If your cloud provider offers services in multiple platforms, I recommend considering those alternatives carefully.

“Copilot seems to impact my day-to-day work and agent efficiency positively as it helps agents during conversations by providing a lot of key information. It renders down articles according to the live conversation, which is quite nice to have. It assists with sentiments, specific answers, tips, and tricks. When considering that

we are handling a multiple omnichannel setup, keeping that context and information related to that specific channel or conversation becomes very critical where Copilot helps out.

“I have seen specific outcomes or metrics from these automations or orchestrations as we are progressing on that front. I have implemented multiple products, which have impacted both parties, the end customer and the agent. For the end customer, things become easier because they can navigate and self-service a lot of information by themselves, which is a great feature for end users who know what they want to get done and are familiar with the system. It becomes so easy to accomplish tasks. NICE provides this information, and on the agent side, many new products like Copilot make the agent's life easier, allowing integrations with different platforms like MSD and [Salesforce](#). This prevents agents from needing to shuffle between their omnichannel setup, as they can work through it all in one workspace. A combination of these two elements yields positive impact, and we see metrics indicating self-servicing where calls are not getting escalated to agents. Feedback has improved significantly.

“Regarding NICE CXone's AI capabilities, it is native to [AWS](#), relying heavily on AWS's policies. As an end customer, you may not have to worry much because of the cloud setup, but we do conduct our own reviews on how our data is stored, as multiple products come into the picture, adding some complexity. Overall, since it is hosted on Amazon, many policies from Amazon apply to NICE CXone as well.

“When considering NICE CXone's AI capabilities, I think the accuracy and reliability of output are improving. NICE recently acquired Cognigy as an AI platform, which is relatively new to the market. They provide many integrations, and Cognigy certainly stands out. In contrast, NICE also has some in-house products, like Copilot, which I find to be key, with Copilot being particularly useful at this point. Cognigy seems promising on paper, although I have not fully experienced its capabilities yet. I would rate this review a six out of ten overall..”

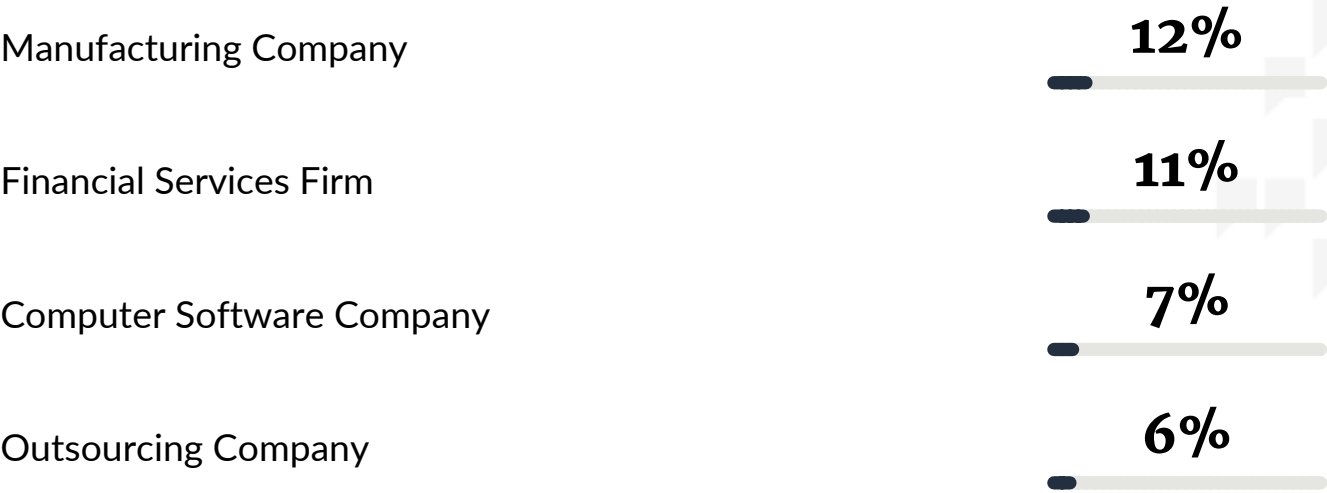
Verified user

Consultant/Implementation Specialist at a tech vendor with 10,001+ employees

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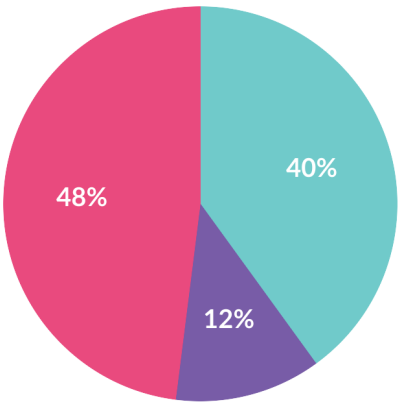
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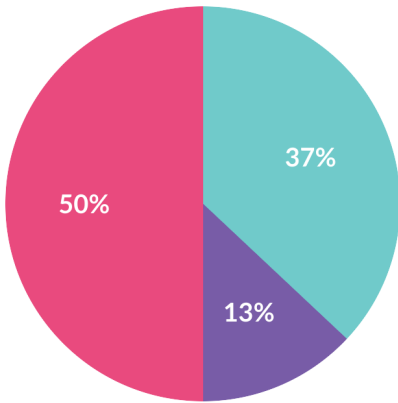


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

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